

System for Time & Attendance Reporting



STARweb



TROUBLESHOOTING
STARWEB VERSION 3 (2004)

Troubleshooting STARweb Version 3.0

Table of Contents:

General System Problems	3
Logging On.....	4
Employee List.....	5
Employee Detail	5
Import	6
Rollover	7
TA List.....	7
Leave Account.....	7
Biweekly TA	7
T&A Header.....	8
Corrected T&A.....	9
Split T&A.....	9
Print	9
Building JCL	9
Transmit	10
NFC Confirmation Report	10

Troubleshooting STARweb Version 3.0

General System Problems

Who do I contact when I need help with STARweb?

ATAC (APHIS Technical Assistance Center) should be your first point of contact. E-mail or call them if you are having any application or user issues. You can contact ATAC at ATAC@aphis.usda.gov or 1-877-944-8457 option 3.

Contact your program's Civilian Pay Technician for any T&A regulation questions and pay issues: Contact information is listed at this web site: [http://www.aphis.usda.gov/mrpbs/employee_directory/pay_leave_tod.html]

Remember to save any error messages you receive: [Control + P] will screen print the message and [Control + Alt + Print Screen] will copy the message so you can paste it in a document or e-mail.

My computer crashed in the middle of doing my T&As. Will all my information be lost?

STARweb is designed to save T&A information at NFC as you work. Every time you navigate from page to page, your work is being saved for you. You will lose little or no information if your computer crashes while doing T&A's.

Make sure to log back into the program when you can and verify your last action has been saved.

STARweb doesn't display well on my computer; information is overwritten with info boxes and I can't scroll to the bottom of lists:

STARweb is designed to display on a monitor set to 800 x 600 resolution. If your monitor has a higher setting, the pages may not display properly.

To check your windows monitor settings, right click on your desktop and choose properties from the list. Click on the tab "Settings". Your resolution is shown under "Screen Area". You will want it set to 800 x 600. Next click the "Advanced" button and make sure the font setting is for "Small Fonts". Save and close. Now your STARweb pages will display properly.

STARweb keeps locking up when I use it and I need to close out and re-login . What's the problem?

Most buttons and functions in STARweb use single-click commands. If you are double-clicking you may be sending the command twice and confusing the program, causing it to lock up.

Many pages contain large amounts of information and take some time to fully load. If you start selecting items or clicking buttons before the page is fully loaded, you may be interrupting the page-loading processes and confusing the program. Watch carefully for the loading bar in the lower left of the browser window for indication that the page is fully loaded.

An internet connection that is unusually slow or is interrupted may cause page loading problems in STARweb. Try connecting to other web sites to verify that you may be having internet problems. Contact ATAC to see if there are any STARweb or APHIS internet problems reported for your area.

Troubleshooting STARweb Version 3.0

I left STARweb open on my computer but got busy with other tasks. Now when I return to STARweb and try to perform various functions, it is displaying a page expired error message.

Your STARweb internet session will expire after 20 minutes of non-use. You will need to close both Internet Explorer windows that are browsing to STARweb. Once both windows are closed, launch Internet Explorer and enter the STARweb URL into the address field. You can now continue desired STARweb actions.

Logging On

When I log in I get the message "Your Password Has Expired." How do I change my password?

You will get this message when you are logging in the first time with a new ID and every 60 days as a prompt to change your password.

To change your password, enter your user ID and old password in the ID and password boxes, then enter a new password in the "new password" box, confirm it by entering it again in the "confirm password" box, and click "log in". You must fill all four logon entry boxes before clicking logon to change your password. You will know you have successfully logged on when it you see "Agricultural Agencies" under the database pull down.

I am unable to logon to STARweb and I'm getting an error message. What do I do?

If you try to login and get a message that tells you *"The password that you entered is invalid"* or *"Unsuccessful login due to authorization error"* you are either entering your information incorrectly, or your password is locked-up and will need to be reset. First, try logging in again to see if you get the same message. Warning: the program will automatically lockup a password if you try logging in three times unsuccessfully. Try logging in twice and close-out/reopen the program to try again.

If you confirm you have an ID problem, contact ATAC for help. Be sure to give ATAC your AP ID, the application(s) you login to with that ID (STARweb, TRAVEL, FFIS) and exactly what error message you are getting.

I am trying to change my password, but the system tells me my new password is unacceptable. What am I doing wrong?

STARweb will only accept passwords that are 6 to 8 characters and alpha-numeric. You will need to create a password with some alphabet characters and some numbers or special characters (@, \$, *).

STARweb will not let you reuse a password that you have used before. Make sure your new password is not too similar to a previous password.

I'm trying to login to STARweb, but I can't remember my password. Who do I call for help?

Contact ATAC for help with a forgotten password. They won't have a record of your password, but can help you reset it to something new.

Troubleshooting STARweb Version 3.0

Employee List

Following the correct procedure I added a new employee, but when I select them and click on the Biweekly T&A button I get an error message that states "This employee does not have any T&A records. Transferring to TA List." What does this mean?

STARweb should automatically take you to the Pay Period List page to choose a first pay period for any new employee you create. If the system errors by not prompting you with this page, you will not have a first T&A for your new employee and cannot open a nonexistent T&A in the Biweekly T&A page.

This situation can be corrected by going to the TA List page (clicking "OK" to the error message will take you there) and click the "Add New" button. The Pay Period List page will open and you can choose your employee's first pay period.

I added a new employee, but the employee does not appear in the employee list.

The STARweb employee list at times does not properly refresh when a new employee is added. In most cases the employee has been successfully added. To resolve this situation, exit the employee list and then return to the employee list to refresh the screen. You should now see the employee listed. If the employee still does not appear, try adding the record again.

I added a new employee, but the Pay Period List screen did not appear to select the new employee's first pay period.

If the Pay Period List screen does not appear in order to create the employee's first T&A, this can easily be corrected. Follow these steps as a workaround.

1. Select the employee's name from the Employee List
2. Click the "T&A List" button.
3. On the TA List page click the "Add New" button. The Pay Period List screen will appear.
4. Select the new employee's first pay period.
5. Click "OK". The TA List page will appear.
6. Click "Close" & you will be returned to the Employee List page.

Employee Detail

When I add an employee into STARweb with an SSN that starts with zero, the zero disappears when I click "save." Did I do something wrong?

Even though STARweb displays the employee's SSN without the first zero, the number has been recorded properly and will be recognized by the NFC payroll systems.

I added a new employee but input the wrong SSN. The system won't let me change it. What do I do?

You cannot change a SSN for an employee after you save their new record, but you can select that record from the Employee List and delete it. You can then start again and create a new record with the correct SSN.

Troubleshooting STARweb Version 3.0

I transmitted a new employee under the wrong SSN. What do I do?

Contact your program's Civilian Pay Technician for help in fixing this error.

My employee's work schedule and leave category keeps changing. I change them back, transmit another T&A, and they change again.

What's the problem?

STARweb works directly with the employee's records stored at NFC. If the work schedule or leave category is set up differently at NFC as it is in STARweb, the program will conform to NFC's setup. Contact your program's Civilian Pay Technician for help in resolving this situation.

Import

I am trying to import a T&A for an employee on my list, but I keep getting an "IDMS" error and it won't import. What's the problem?

An IDMS error indicates that the data is unavailable to import. There could be a number of reasons for this situation. Contact your program's Civilian Pay Technician for assistance.

Troubleshooting STARweb Version 3.0

Rollover

STARweb won't let me rollover my employee to a new pay period. What's wrong?

Go to the TA List page for your employees. Do you see a transmitted T&A immediately previous to the one you wish to create? STARweb cannot rollover to a new pay period if a preceeding one is not present.

On the TA List page, do you see the pay period you wish to create rolled over already? STARweb cannot repeat this action if it's already done.

On the pay period screen, are you choosing the pay period and the correct year? The pay periods must be consecutive for STARweb to rollover to a new pay period.

If you have transmitted T&A's immediately previous to the ones you wish to create, you do not see new T&A's already created, and if you are getting an error message when you try to rollover, you should contact ATAC for help.

TA List

I made an error on a T&A I transmitted, and now the system won't let me delete it. I get an error that reads "You cannot delete a T&A that is already transmitted." What's the problem?

Once a T&A has been transmitted, it is a permanent record. To make changes on a transmitted T&A, you need to transmit a Corrected T&A. Highlight the pay period you wish to correct and click the "Correct T&A" button.

Leave Account

I get an error message telling me to "Update the Employee Leave Account" when I try to verify a T&A for an employee who is not eligible for leave. What's the problem?

This is a standard prompt to help Timekeepers keep leave records accurate for employees. The system is detecting a category missing in the employee's leave account. Go to the Employee list, click on the employee, and click on the Leave Account button. If there is no Annual Leave or Sick Leave listed for the employee, add in those categories (using the employee detail area) and indicate the leave balance as 0. This will satisfy the system and you will be able to verify the T&A for the employee.

Biweekly TA

I get an error message stating "Accounting Code not found in MASC" when I try to add or update a transaction code line. What does that mean?

MASC stands for Management Account Structure Codes and is the table where APHIS Accounting records valid accounting codes for each fiscal year.

Troubleshooting STARweb Version 3.0

STARweb validates against this table as you add and update TC lines. If you get the above message, the accounting code you are using is not listed in MASC. Double check your accounting code to be sure you are not making an error.

I get an error message stating “Accounting Master Not Found” when I try to add or update a transaction code line. What does that mean?

You have your accounting usage set in the T&A header to “(2) Use Stored Accounting” but you have not followed the procedure to store an accounting code.

Stored accounting is used when all TC code lines on a T&A will not be paid out by more than one accounting code. To store an accounting code:

1. Choose “(1) Store Accounting on First Line” in the T&A Header
2. Input the accounting code on the first TC line only of the T&A (Biweekly T&A page), verify, and transmit. When the T&A is processed, the accounting code will be stored at NFC.
3. The next pay period T&A, change the accounting code usage to “(2) Use Stored Accounting.” Accounting is left blank for all TC lines on the T&A.
4. The T&A codes will be charged to the accounting code stored at NFC.

In order to use more than one accounting code on a T&A, choose “(3) Accounting on each line” in the T&A header. You will need to input an accounting code for each TC line of the T&A.

I get an error message stating “Cannot Validate Accounting - REASON: IDMS Database Error” when I try to add or update a transaction code line. What does that mean?

MASC stands for Management Account Structure Codes and is the table where APHIS Accounting records valid accounting codes for each fiscal year. STARweb validates against this table as you add and update TC lines. The above message indicates that MASC is currently unavailable to validate codes against.

Double-check your accounting code and proceed with processing your T&A. Being unable to verify the code against the accounting table will not prevent NFC from processing your transmitted T&A.

T&A Header

When I tried to verify my T&A I got an error message that reads “Your base hours is greater than your duty hours.” What does that mean?

The message means that you have entered more hours on the T&A than the employee’s work schedule indicates. If this is an error, you will need to delete some hours to not exceed the employee’s schedule.

If your employee has permission from their Supervisor to exceed their schedule, you will need to indicate “Exceed Biweekly” in the T&A Header drop down. You will now be able to verify the T&A.

Troubleshooting STARweb Version 3.0

Corrected T&A

I transmitted a T&A with the wrong accounting code. Do I transmit a corrected to fix this?

If the accounting code you used was a valid code, but the wrong code, transmit a corrected to reallocate the funds to the right accounting code.

If the accounting code you used was an invalid code, a corrected T&A will not fix the problem. You will need to contact your program's finance person or the Accounting department HR-Minneapolis for help correcting the code.

I followed the correct process and sent in a corrected T&A for an employee, but it never processed. Why would this happen?

A Timekeeper is able to process corrected T&A's for an employee for up to one year. After that time, a corrected will need to be manually processed through your program's Civilian Pay Technician.

Split T&A

I started a split T&A but realize I don't need to process this T&A as a split. Now the system won't let me delete it. What do I need to do?

Highlight the split T&A and click the "Merge" button to combine the two parts. Now you can delete the T&A or process it as a regular T&A. Warning: only the data from part two will be saved in the merge process.

Print

I am trying to print, but there are no T&A's appearing on my computer screen. What do I do?

Contact ATAC to see if there have been any STARweb printing issues or APHIS internet issues reported. There may be a current problem with the application or your local internet connection.

I am trying to print and I can see my entire list of T&A's on my computer screen, but when I click the print button but nothing prints. What's the problem?

It could be a memory or setting problem with your computer system or desktop printer. STARweb T&A print files can be very large documents that can give some systems difficulties. You may be able to print one at a time or "Print Selected." Contact your local IT rep or ATAC for help diagnosing your specific problem.

Every time I print in STARweb, the last page is blank. Am I doing something wrong?

No. STARweb will print out one blank page with each single or group of T&A's printed. This will be resolved in version 4 of the application.

You can resolve this problem by indicating in your print preferences box to print 1 of 1 (or the number relative to the number of T&A's you wish to print).

Troubleshooting STARweb Version 3.0

Building JCL

I wanted to check my JCL information and nothing displays on the JCL page. What am I doing wrong?

You need to select a contact point in the contact point table before the JCL information will display on the page for that point.

Transmit

I followed correct T&A procedure and my confirmation report indicates my T&A's didn't transmit properly. What should I do?

Check your JCL to be sure it is built properly. The input areas will need to indicate

1. **PROD** - warning: T&A's will be rejected at NFC with "TEST" in this area).
2. **FP** (indicates Full Production).
3. **A valid u-printer** (U8869 is default). ATAC will have a list of all valid u-printers.
4. **Job Card Comments:** If you are having problems transmitting, it is best to leave this area blank. Some characters stored here interfere with transmitting.

Rebuild and save your JCL, retransmit your T&As and check your Confirmation Report for the new transmit.

If your report still indicates a problem, contact your program's Civilian Pay Technician for help. You may be asked to fax a copy of your confirmation report to help identify if there is an ID set-up or other problem.

NFC Confirmation Report

What if my confirmation report didn't print?

Verify in STARweb the status of the T&As does read transmitted. If the status is released you may need to re-transmit.

Verify that the JCL (Job Control Language) for the select contact point has been properly built in STARweb (for further information on building the STARweb JCL see the APHIS STARweb training manual). Note: The "Remote Job ID" field in the STARweb JCL must have a valid u-printer listed and that u-printer number must correspond with your local u-printer for you to receive reports.

The confirmation report may print out immediately or even hours after transmitting in STARweb depending on how busy NFC systems are when you transmit. Confirm there isn't a problem with your transmission or u-printer if you have not received a report 24 hours after transmitting.

Troubleshooting STARweb Version 3.0

If your u-printer is U8869 you will not receive a confirmation report. U8869 is a virtual u-printer created for timekeepers that do not have a u-printer available locally.

After all other possibilities are considered and verified, contact ATAC to have them check for technical difficulties with your u-printer.

What if the number of T&As shown transmitted in the report is different than the number I transmitted?

Double-check the date, AP ID and name listed on the report to ensure it relates to the transmission in question.

Contact ATAC to ensure that you have a valid u-printer listed in your STARweb JCL and that it is working properly. Contact your program's Civilian Pay Technician to report possible problems with transmitting your T&As in STARweb. They will help you resolve any STARweb user / application issues and can verify whether or not your T&As have been received by NFC.

What if the last page of the report shows that all jobs did not complete successfully?

Contact ATAC to ensure that you have a valid u-printer listed in your STARweb JCL and that it is working properly. Contact your program's Civilian Pay Technician to report a difficulty transmitting your T&As in STARweb. They will help you resolve any STARweb user/application issues.